

**NORTH DAKOTA DEPARTMENT OF HUMAN SERVICES
BISMARCK, NORTH DAKOTA
August 22, 2013**

AMENDED IM 5181

TO: County Social Service Directors
Economic Assistance Policy Regional Representatives
Economic Assistance Policy Quality Control Reviewers

FROM: Julie Schwab, Director, Medical Services
Carol Cartledge, Director, Economic Assistance Policy

SUBJECT: ND✓erify

PROGRAMS: All

EFFECTIVE: August 26, 2013

RETENTION: Until Manualized

SECTIONS
AFFECTED: 448-01-50, Interfaces

This IM is being amended to change the date the ND✓erify system will be available to the week of September 16th, 2013.

NOTE: Staff who have update capability in TECS, Vision, LIHEAP or CCAP will need to complete the ND✓erify ELearning Training prior to September 16, 2013 to ensure they receive access when ND✓erify is available. Instructions for accessing the training through PeopleSoft are included in FYI 31-032.

The ND✓erify System has been developed to streamline the way county and state staff search different interfaces/sources to obtain verifications electronically. This new system will be available the week of **September 16th** ~~August 26th~~.

This system allows multiple interfaces/sources to be searched for household members known to the TECS, Vision, LIHEAP or CCAP Systems at the same time. This will not only save time spent searching on individual households members, but will also assist with obtaining information that may have been previously missed.

Staff will need to begin using ND✓erify as soon as they are granted access to

ND✓erify as all interfaces staff currently have will be ended after implementation.

The table below lists the interface verification sources staff currently have access to along with how they will be named in the ND✓erify System:

Current Interface Names	ND✓erify Source Names
Vital Stats Inquiry (TECS Function 30 On INME)	Birth/Death Records (ND Vital Records)
FACSES (Supersession Selection)	ND Child Support (FACSES)
FACSES (Supersession Selection)	ND State Directory of New Hires
FACSES (Supersession Selection)	Request UPA
SSMI (Supersession Selection)	ND Motor Vehicle/Watercraft (Motor Vehicle/Game & Fish)
SDX and TPQY (TECS Functions 17 and 28 on INME)	Other Benefit Information
Send To TPQY 40 Quart (TECS Function 22 on INME) TPQY Inquiry 40 Quart (TECS Function 23 on INME)	Request 40 Quarters
Job Service Unemployment Hit in IEVS	*ND Unemployment Insurance Benefits (Job Service)
Job Service Wage Hit in IEVS	*ND Wages (Job Services)

***IEVS Hits must continue to be processed in the TECS System**

Several new interface verification sources will be available through the ND✓erify System. These additions will assist with accurate processing of applications, reviews and month to month processing.

The **New** interface verification sources are:

ND✓erify Source Names
WSI Medical Claims Status
ND Motor Vehicle/Watercraft (Includes watercraft registered through ND Game and Fish)
ND Department of Corrections
ND State Hospital Admission and Discharge information
Health Insurance (Defense Enrollment Eligibility Reporting System (DEERS))
SNAP Intentional Program Violation

ND✓erify will search individuals known to one of the eligibility systems. Before initiating a search in ND✓erify, all individuals must be registered in the TECS, Vision, LIHEAP or CCAP system.

- For Health Care Coverage (HCC), SNAP and TANF, staff will search by Case Number.

- All active clients in the case and all interface sources available to HCC, SNAP and TANF will default as 'selected'. The worker can choose to deselect clients, sources, or a combination of both.
- For LIHEAP and CCAP, staff will search by social security number (SSN), last name and first name, since these programs/systems do not have case numbers. The date of birth can be entered to assist with the search, but is optional.
 - All active clients for whom the search has been requested, and all interface sources available to LIHEAP and CCAP will default as 'selected'. The worker can choose to deselect clients, sources, or a combination of both.

When a search has been initiated, the results will be stored in ND✓verify with a time and date stamp and the User ID of the individual who completed the search. The history of all searches will serve as verification of information used at the time of the eligibility determination. Staff will no longer have to print copies of the results and store them in paper or electronic case files.

Note: These search results are considered part of the casefile and used to determine eligibility for all Economic Assistance or Health Care Coverage programs in North Dakota.

The 'Verification' type of 'Interface' must be selected in the eligibility systems when the information has been verified through a ND✓verify search result.

The View Birth/Death Records (ND Vital Records), View ND State Hospital Admission/Discharge and the View ND Motor Vehicle/Watercraft search results display a 'Rank' column. The 'Rank' defines the match accuracy of the search results. The higher the 'Rank' the more accurate the data will be.

Due to Federal Regulations received by North Dakota Child Support, information from the following sources is no longer available for CCAP or LIHEAP ONLY cases.

- ND Child Support (FACSES),
- ND State Directory of New Hires
- Request UPA

In addition, ND New Hires (FACSES) and Request UPA is not available for Healthy Steps ONLY cases.

Access to ND✓verify will be provided:

- Initially to all staff who have update capability in the TECS, Vision, LIHEAP or CCAP systems and have completed the ND✓verify eLearning.

Note: ELearning Training has been developed and is available. FYI 31-032 includes the instructions for accessing the training through PeopleSoft.

- After the initial rollout, access will be provided to workers based on their role listed on the County System Request Form. This form is completed and submitted by the County Director or the County Director's designee. The form, along with instruction for completion, can be found on the County Intranet in the Information Technology folder.

Manual Chapter 448-01-50 will be updated to include the following information for all interfaces included in ND✓erify:

Birth/Death Records (ND Vital Records)

ND✓erify interfaces with the ND Vital Statistics to provide verification of the date of birth, date of death, citizenship, and relationship for individuals in the household for whom the search was initiated, regardless of age.

When the results are received, each match will be ranked based on the accuracy of the data:

- **Rank 'A'** appears when the client's last name, first name and date of birth, or last name and date of birth match exactly.
- **Rank 'B'** appears when the birth date, first 3 characters of the last name and first 2 characters of the first name match.

If the results are inconsistent with what the household has provided, the household needs to be referred to the Vital Statistics Office at the North Dakota Department of Health. Workers should not say what information does not match, but inform the applicant or recipient it cannot be verified and that the individual needs to contact the Vital Statistics Office to obtain a certified copy.

Data received as a result of this search is owned by the Vital Statistics Office at the North Dakota Department of Health. This information:

- MUST NOT be released to any agency or individual (including the applicant or recipient), even with the individual's signed release.

Search results are considered part of the casefile and used to determine eligibility for all Economic Assistance or Health Care Coverage programs in North Dakota.

ND Child Support (FACSES)

ND✓erify interfaces with the ND Child Support Fully Automated Child Support Enforcement System (FACSES) to provide verification of child, spousal and medical support paid and received, paternity status, and court order information. The search results will display the previous 12 months of information for individuals in the household for whom the search was initiated, regardless of age.

If the results are inconsistent with what the household has provided, the household needs to be referred to the ND Child Support Office to obtain verification.

Data received as a result of this search is owned by the North Dakota Child Support Office. This information:

- Is only for workers who determine eligibility, ongoing benefits or payments for Medicaid, Healthy Steps, SNAP and TANF Programs.
- Cannot be accessed for CCAP, or LIHEAP ONLY cases.

- MUST NOT be released (given, mailed or e-mailed) to any agency, applicant, recipient, authorized representative, or other individual. Requests from these individuals must be referred to the Child Support Enforcement Unit.

Exception: The date and amount of a child support payment may be provided to the applicant, recipient or authorized representative.

Search results are considered part of the casefile and used to determine eligibility for all Economic Assistance or Health Care Coverage programs in North Dakota.

ND State Directory of New Hires

ND✓verify interfaces with the ND Child Support Fully Automated Child Support Enforcement System (FACSES) to provide verification of individuals in the household who have been hired for new employment in North Dakota. The search results will display the previous 12 months of information for individuals in the household age 14 or older, for whom the search was initiated.

If the search results are inconsistent with what the household has provided, additional verification is required.

Data received as a result of this search is owned by the North Dakota Child Support Office. This information:

- Is only for workers who determine eligibility, ongoing benefits or payments for Medicaid, SNAP and TANF Programs.
- Cannot be accessed for CCAP, Healthy Steps, or LIHEAP only cases.
- MUST NOT be released (given, mailed or e-mailed) to any agency, applicant, recipient, authorized representative, or other individual.

Search results are considered part of the casefile and used to determine eligibility for all Economic Assistance or Health Care Coverage programs in North Dakota.

Request UPA

ND✓verify interfaces with the ND Child Support Fully Automated Child Support Enforcement System (FACSES) to provide Unreimbursed Public Assistance (UPA) information for TANF caretakers for whom the search was initiated.

If the TANF caretaker has questions regarding the amount of UPA, they should contact their Eligibility Worker. If they have questions regarding how payments are applied to the UPA balance, they should be referred to the ND Child Support Office.

Data received as a result of this search is owned by the North Dakota Child Support Office. This information:

- Is only for workers who determine eligibility, ongoing benefits or payments for the TANF Program.
- Cannot be accessed for CCAP, Healthy Steps, LIHEAP, Medicaid or SNAP cases.
- MUST NOT be released (given, mailed or e-mailed) to any agency, applicant, recipient, authorized representative, or other individual. Requests from these individuals must be referred to the Child Support Enforcement Unit.

Search results are considered part of the casefile and used to determine eligibility for all Economic Assistance or Health Care Coverage programs in North Dakota.

ND Motor Vehicle/Watercraft (Motor Vehicle/Game & Fish)

ND✓erify interfaces with the ND Department of Transportation and the ND Game and Fish Department to provide verification of motor vehicles and watercraft registered to individuals in the household for whom the search was initiated, regardless of age.

- ND Department of Transportation provides verification of motor vehicles registered to individuals in the household.
- ND Game and Fish Department provides verification of watercraft registered to individuals in the household.

When the results are received, each match will be ranked based on the accuracy of the data:

- **Rank 'A'** appears when the client's last name, first name and street address match exactly.
- **Rank 'B'** appears when the last name first name match

If the interface has information that is inconsistent with what the household has provided, the household needs to be referred to the ND Department of Transportation or the ND Game and Fish Department to obtain verification.

Data received as a result of this search is owned by the ND Department of Transportation and the ND Game and Fish Department. This information

- Cannot be accessed for CCAP ONLY cases.
- MUST NOT be released to any agency or individual (including the applicant or recipient), even with the individual's signed release.

Search results are considered part of the casefile and used to determine eligibility for all Economic Assistance or Health Care Coverage programs in North Dakota.

Other Benefit Information

NDVerify interfaces with the Social Security Administration (SSA) and the search results display under 'Other Benefit Information'. The search results will provide verification of Social Security/Supplemental Security Income (SSI) benefits, Medicare/Buy-in information and Social Security Number verification for individuals in the household for whom the search was initiated, regardless of age. If the search finds a cross-reference claim number, the cross-reference information will also display.

If the results are inconsistent with what the household has provided, the household needs to be referred to the Social Security Administration. Workers will need to inform the applicant or recipient that the benefits could not be verified and that the individual needs to contact the Social Security Administration to obtain current verification.

Data received as a result of this search is owned by the Social Security Administration. This information:

- CAN be released to the applicant, recipient or authorized representative with a signed release.
- CANNOT be released (given, mailed or e-mailed) to any agency or other individual in or out-of-state.

Search results are considered part of the casefile and used to determine eligibility for all Economic Assistance or Health Care Coverage programs in North Dakota.

Request 40 Quarters

NDVerify interfaces with the Social Security Administration (SSA) to verify if individuals, for whom the search was initiated, can be credited with forty qualifying quarters of employment, regardless of age.

If the results are inconsistent with what the household has provided, the household needs to be referred to the Social Security Administration to ensure their records are updated. Workers will need to inform the applicant or recipient that quarters of employment could not be verified and that the individual needs to provide verification of their quarters of employment.

Data received as a result of this search is owned by the Social Security Administration. This information:

- CAN be released to the applicant, recipient or authorized representative with a signed release.
- CANNOT be released (given, mailed or e-mailed) to any agency or other individual in or out-of-state.

Search results are considered part of the casefile and used to determine eligibility for all Economic Assistance or Health Care Coverage programs in North Dakota.

ND Unemployment Insurance Benefits (UIB) (Job Service)

ND✓verify searches a database of records consisting of the monthly UIB benefit amounts individuals have received from North Dakota during the previous 12 months, regardless of their age (this is the same information received through the IEVS UIB Hits).

Note: Due to federal requirements, workers will continue to receive IEVS UIB Hits in TECS, which will need to be worked within 30 days.

The 'ND Unemployment Insurance Benefits (Job Service)', search results will include verification of UIB benefits, for individuals in the household, for whom the search was initiated. If the search results differ from current information provided, the results may serve as a lead that may require further investigation. When necessary, the household may need to obtain verification from Job Service North Dakota.

Workers in each county who have been allowed access to the 'Unemployment Insurance Benefit (UIB) Interface, owned by Job Service of North Dakota will continue to have the ability to search this interface. (Refer to Unemployment Insurance Benefit Interface in Section 448-01-50-25.)

Data received as a result of this search is owned by Job Service North. This information:

- CAN be released to the applicant, recipient or authorized representative.
- CANNOT be released (given, mailed or e-mailed) to any agency or other individual in or out-of-state.

Search results are considered part of the casefile and used to determine eligibility for all Economic Assistance or Health Care Coverage programs in North Dakota.

ND Wages (Job Service)

ND✓verify searches a database of records consisting of the quarterly wages individuals have received in North Dakota during the previous 12 months, regardless of their age (this is the same information received through the IEVS Job Service Wage Hits).

Note: Due to federal requirements, workers will continue to receive IEVS Job Service Wage Hits in TECS, which will need to be worked within 30 days.

The 'ND Wages (Job Service)', search results will include verification of wages received by individuals, for whom the search was initiated. If the search results

differ from current information provided, the results may serve as a lead that may require further investigation. When necessary, the household may need to obtain and provide verification.

Data received as a result of this search is owned by Job Service North Dakota
This information:

- CAN be released to the applicant, recipient or authorized representative.
- CANNOT be released (given, mailed or e-mailed) to any agency or other individual in or out-of-state.

Search results are considered part of the casefile and used to determine eligibility for all Economic Assistance or Health Care Coverage programs in North Dakota.

WSI Medical Claims Status (ND Workforce Safety & Ins.)

ND✓verify interfaces with ND Workforce Safety and Insurance (WSI) to verify medical coverage for individuals who have a work-related injury. Search results will display for those individuals, who are age 14 and older, for whom the search was initiated.

Note: The search results will not include verification of monetary benefits.

If the search results return WSI claim information, the Worker will need to pursue potential eligibility for monetary benefits and obtain sufficient information to enter third party liability (TPL) coverage.

Data received as a result of this search is owned by ND Workforce Safety and Insurance. This information:

- MUST NOT be released to any agency or individual (including the applicant or recipient), even with the individual's signed release.

Search results are considered part of the casefile and used to determine eligibility for all Economic Assistance or Health Care Coverage programs in North Dakota.

ND Department of Corrections

ND✓verify interfaces with the ND Department of Corrections to verify individuals who have been or are currently incarcerated in the ND State Penitentiary during the past twelve months. Search results will display for those individuals for whom the search was initiated, who are age 18 and older.

If the search results are inconsistent with what the household has provided, the worker will need further verification.

Data received as a result of this search is owned by ND Department of Corrections. This information

- MUST NOT be released to any agency or individual (including the applicant or recipient), even with the individual's signed release.

Search results are considered part of the casefile and used to determine eligibility for all Economic Assistance or Health Care Coverage programs in North Dakota.

ND State Hospital

ND✓verify interfaces with the ND State Hospital to verify State Hospital admittance and discharge dates for individuals for whom the search was initiated. The search results will display information for individuals for the previous 12 months, regardless of age.

When the results are received, each match will be ranked based on the accuracy of the data:

- **Rank 'A'** appears when the client's SSN matches exactly.
- **Rank 'B'** appears when full last name and birthdate match exactly.

If the search results are inconsistent with what the household has provided, additional verification is required.

Data received as a result of this search is owned by the ND State Hospital. This information

- MUST NOT be released to any agency or individual (including the applicant or recipient), even with the individual's signed release.

Search results are considered part of the casefile and used to determine eligibility for all Economic Assistance or Health Care Coverage programs in North Dakota.

Health Insurance (DEERS)

ND✓verify interfaces with the Defense Enrollment Eligibility Reporting System (DEERS); a military database that lists everyone who is eligible for TRICARE and CHAMPVA health coverage. The search results will display information for individuals for whom the search was initiated, regardless of age.

If the search results are inconsistent with what the household has provided, additional verification is required.

Data received as a result of this search is owned by the Department of Defense. This information:

- Is only for workers who determine eligibility, ongoing benefits or payments for Medicaid and Healthy Steps Programs.

- Cannot be accessed for CCAP, LIHEAP, SNAP or TANF cases.
- MUST NOT be released (given, mailed or e-mailed) to any agency, applicant, recipient, authorized representative, or other individual.

Search results are considered part of the casefile and used to determine eligibility for Medicaid and Healthy Steps programs in North Dakota.

SNAP Intentional Program Violation

ND✓erify interfaces with the Electronic Disqualification Recipient Subsystem (EDRS) that is managed by the Food and Nutrition Services (FNS). This system provides SNAP Intentional Program Violations (IPV) imposed in all 50 states and U.S. territories.

The search results provide IPV information for individuals age 14 or older, for whom the search results were initiated.

If the search results indicate an individual has a SNAP IPV in another state or territory, the worker MUST contact the other state or territory to obtain verification of the IPV. Contact information is included in the search results. If the worker is having issues obtaining the verification, contact the State SNAP office.

Note: Copies of court decisions, administrative disqualification hearing determinations, signed disqualification consent agreements or administrative disqualification hearing waivers in electronic or hard copy will serve as verification.

This information:

- Is only for workers who determine eligibility, ongoing benefits or payments for SNAP.
- Cannot be accessed for CCAP, Healthy Steps, LIHEAP, Medicaid or TANF, only cases.
- MUST NOT be released (given, mailed or e-mailed) to any agency, applicant, recipient, authorized representative, or other individual.

Search results are considered part of the casefile and used to determine eligibility for the SNAP program in North Dakota.

If you have any questions, please contact your Regional Representative.